



KING COUNTY
ADMINISTRATIVE SPECIALIST II
DEPARTMENT OF COMMUNITY & HUMAN SERVICES
MENTAL HEALTH, CHEMICAL ABUSE AND DEPENDENCY SERVICES DIVISION
Hourly Rate Range: \$15.35 – \$19.46
Job Announcement No.: 04VB4630
OPEN: 10/20/04 CLOSE: 10/26/04

WHO MAY APPLY: This career service position is open to all qualified candidates.

WHERE TO APPLY: Required forms and materials **must** be sent to: King County Assessment Center, 19600 Pacific Highway, Suite 201, Sea-Tac, WA 98188 **attention Bill Albright**. Applications materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Rose Soo Hoo at (206) 205-5308 for further inquiries. **PLEASE NOTE:** Applications not received at the location specified above may not be processed.

FORMS AND MATERIALS REQUIRED: A *[King County application form and data sheet](#), *resume and *letter of interest that describes *in detail* your background how you meet or exceed *each numbered qualification (#1-13)* listed below are required. Cover letters that do not fully address the items listed below may not be considered. A King County application can be downloaded from the King County web site, <http://www.metrokc.gov/ohrm/jobs/>, or picked up from Room 450 in the King County Administration Building, 500 4th Avenue, Seattle

WORK LOCATION: 19600 Pacific Highway South, Suite 201, SeaTac, WA 98188

WORK SCHEDULE : This position is overtime eligible and works a 40-hour work week; 8 AM - 5 PM, Monday through Friday.

PRIMARY JOB FUNCTIONS: Provide general administrative and technical support to the Assessment Center. This includes:

- Perform reception/customer service work providing information and referrals to internal and/or external customers; maintain security and confidentiality of patient records for the Chemical Dependency Provider System under appropriate security rules and regulations.
- Answer multi line telephone system; screen calls, respond to inquiries and/or refer callers to appropriate agencies or departments/divisions while multi-tasking data entry, copying, and sending and receiving faxes from local and statewide customers.
- Open, date stamp, sort, and distribute incoming mail and process outgoing mail.
- Receive, label, log, file, and retrieve data from Windows, D-JAS, MAA, and ACCESS Data systems.
- Maintain alpha and numeric filing systems, office procedures and state, county, electronic database systems.
- Type and/or word-process documents.
- Schedule meetings and reserve conference rooms, schedule electronic appointments and maintain calendars for clinical staff at multiple off site locations using appropriate communication and data programs.

KING COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER. JOB ANNOUNCEMENTS ARE AVAILABLE IN ALTERNATIVE FORMATS FOR PERSONS WITH DISABILITIES.

(206) 296-5209 JOBLINE <http://www.metrokc.gov/ohrm/psd/openings.html> Website Address (206)-296-8535 TTY

- Proofread and verify data entry for verification of benefits for clients and vendor payments for state contractors.
- Retrieve and verify client information located in hard and electronic records for Assessment Center and state staff and document such disclosures; locate and retrieve high volume of designated patient files for delivery and re-file after data entry in time sensitive and systemic manner to meet stakeholders' need for verification of state and federal benefits.
- Respond by phone or in person to individuals who are in crisis, hostile or under the influence of alcohol and drugs with appropriate diplomacy, patience, and tact.

QUALIFICATIONS:

1. Minimum of two years general office experience.
2. Two years experience performing accurate data entry, including updating information in excel spreadsheets and/or customized database applications.
3. One year experience with alpha and numeric filing, including setting up and maintaining filing systems.
4. One year experience working with confidential materials from multiple sources under stringent county, state and federal governmental requirements.
5. Strong experience with customer service skills; greeting customers in person and answering multiple phone telephone lines; directing individuals who are distraught, hostile or challenged while under the influence of alcohol and drugs to services (discretion, patience, etiquette, professionalism)
6. Typing speed minimum of 50 wpm.
7. Ability to prioritize workload, work under pressure with tight timelines and changing priorities, and simultaneously work on multiple assignments.
8. Strong oral and written communication skills; and the ability to follow oral and written instructions,
9. Initiative and accountability skills for work product or service, must be dependable, and willing to assist co-workers as needed.
10. Intermediate knowledge of Windows 2000, MS Word, MS Excel, MS Access and MS Outlook.
11. *Must* pass criminal background check per RCW 43.43.830-845
12. Experience working within the ADATSA chemical dependency, mental health, and social service agencies is desired.
13. Familiarity and/or experience working with community based chemical dependency agencies including hospitals, detoxification centers and Community Service Offices is desired

UNION MEMBERSHIP: Positions in this classification are represented by Teamsters Local Union No. 117, Administrative Support Employees.

CLASS CODE: 4201200 SEQUENCE NUMBER: 92-8387-0226